

Clallam Transit System

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C L A L L A M T R A N S I T S Y S T E M

MISSION – VISION - VALUES **FOR THE NEXT THREE to FIVE YEARS (2016-2018+)**

MISSION STATEMENT : *what is the brand?*

We connect people with places.

VISION STATEMENT : *where is the future?*

Strive for every resident to choose the Bus as their primary motorized transport.

VALUES : *what business are we in and how will we succeed?*

As an organization and as individual employees, we care about the quality of life in Clallam County which we promote and enhance by respecting:

- A. Customers - providing a high level of courtesy and professionalism to the customer through clean, safe, accessible, reliable, and interconnected countywide public transportation services.**
- B. Employees – an employer valuing our employees and work culture through careful hiring, well-supported benefits, fair treatment, and on-going training.**
- C. Public Trust - ensuring an efficient and effective delivery of services through a conservative approach to managing our resources and budgeting for the future.**
- D. Future Generations – sustaining levels of service and being adaptive to new proven technology and fuel choices. Discovering and preparing for latent demand.**



STRATEGIC GOALS and OBJECTIVES
FOR THE NEXT THREE to FIVE YEARS (2016-2018)

- 1. Maintain and enhance contributions to the quality of life in Clallam County.**
 - a. Continue educating and evaluating ways to reduce adverse environmental impacts and fossil fuel consumption while addressing economic feasibility issues for the possible ways.
 - b. Foster cooperation, planning, and sharing with other governmental agencies, associations and community partners.
 - c. Support the Employees' Association outreach for employees, their families and community, promoting wellness and Clallam Transit System's values.
- 2. Focus on improving the efficiency, effectiveness, and economy of transit services.**
 - a. Participate in local government, college and tribal comprehensive planning and other strategic goal and policy setting for building transit friendly communities and campuses.
 - b. Evaluate the Paratransit eligibility application process to determine future needs of mobility coordination.
 - c. Procure vehicles that provide customer comfort and ADA access with strong consideration to alternative power technology that may reduce our overall fuel consumption, yet meets expected standards for maintenance or life cycle costs.
 - d. Evaluate emerging technology demonstrations for transit safety and customer service utilizing staff input and best practices in the evaluation process.
 - e. Annually update the capital asset acquisition/replacement plan for projected service needs and qualify sustaining aging equipment within the asset management plan.
 - f. Initiate a bus stop development program to eliminate flag stops within the city limits of Clallam County's three cities.
 - g. Continuously monitor fixed route service and connections to determine route efficiencies and effectiveness.



3. Continue focus on staff development, as individuals and as a group.

- a. Stabilize the staffing plan which addresses pending retirements and new hires.
- b. Continue commitment to a diversified workforce and provide stable work conditions to persons with disabilities.
- c. Continue cross-training and implement more administrative duty cross-overs.
- d. Emphasize utilization of the HCA/PEBB “smart health” incentives, wellness and smoking cessations program and link to absenteeism.
- e. Provide on-going training and evaluation for all staff; incorporate and train with technology for safety, on-time performance, reliability, and fuel consumption.

4. Prepare for changing ridership levels.

- a. Evaluate CTS’s public education and outreach approaches to increase community presence within the senior and youth populations and the demographic shift from former years.
- b. Seek consistent branding and web-link opportunities; implement as appropriate.
- c. Enhance the bicycle-transit connection experience and anticipate increased bicycle ridership in communities.